

Grievance Letter Regarding Hidden Fees in Car Rental

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

Email: [Your Email]

Phone: [Your Phone Number]

[Rental Company Name]

[Company Address]

[City, State, Zip Code]

Dear Customer Service Team,

I hope this letter finds you well. I am writing to formally express my grievance regarding the unexpected hidden fees associated with my recent car rental experience with your company.

On [Insert Rental Date], I rented a [Insert Car Model] from [Rental Location]. While I initially agreed to the terms and conditions, I was surprised to find several additional charges on my final bill that were not disclosed to me at the time of rental, totaling [Insert Amount]. These fees included [List Hidden Fees, e.g. "insurance fees, cleaning fees, or convenience fees"].

As a loyal customer, I believe in transparent pricing, and I feel that these charges were not adequately communicated. I would appreciate it if you could provide a detailed explanation for these fees and consider issuing a refund for the unexpected charges.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,

[Your Name]